

# The Travel Law Seminar

23 September 2020

## Agenda

### 10:00 Introduction and opening remarks

Moderator: **Simon Bunce**, Director of Legal Affairs, **ABTA**

### Travel law and regulation

#### 10:10 The Package Travel Regulations: putting the Regulations to the test during the Covid-19 crisis

- Changes, cancellations and refunds
- Unavoidable and extraordinary circumstances
- Price reduction and compensation

**Farina Azam**, Partner & Travel Lead, **Kemp Little**

#### 10:25 Consumer rights under non-package bookings

- Airlines and Regulation 261
- Accommodation only bookings

**Joanna Kolatsis**, Director, **Themis Advisory**

#### 10:40 Selling and delivering holidays during the recovery

- Providing information to customers
- Managing pre-departure problems
- Customers in difficulty in destination

**Matt Gatenby**, Senior Partner, **Travlaw**

#### 10:55 Panel discussion: the Package Travel Regulations – are they right for the future of the UK travel industry?

**Rhys Griffiths**, Partner, **Fox Williams**

**Paula Macfarlane**, Senior Solicitor, **ABTA**

**Jesse Braid**, Legal Counsel, **Flight Centre Travel Group**

**Paul Smith**, Group Director of Consumers and Markets, **Civil Aviation Authority**

#### 11:20 Break and networking

An opportunity to refresh your drink, take a rest from your screen or network virtually via the 1:1 meeting platform

### Contracts and enforcement in the travel sector

#### 11:50 Supplier contracts

- Supplier litigation and contract disputes
- Impact of local law and jurisdiction clauses

**Anna Anatolitou**, Partner - Head of Travel (Aviation and Travel), **Ince**

#### 12:05 The work of the Competition and Markets Authority

- Update on the CMA's investigation into holiday accommodation and package holidays
- Guidance on fair terms

**Andrew Hadley**, Assistant Director, Policy, Advocacy and International, Office of the General Counsel, **Competition and Markets Authority**

#### 12:30 Lunch and break

#### 13:00 Networking

The opportunity to network virtually via the 1:1 meeting platform

### Interactive workshops

#### 13:30 Attend one interactive workshop of your choice, discuss issues and submit your questions. The other sessions will be available on demand

- **Session one:** Insurance following Covid-19 delivered by **Alex Padfield**, Director, **Hextalls**

- **Session two:** Section 75 Consumer Credit Act and chargebacks delivered by **Rob Griffiths**, Managing Associate, Disputes Team, **Kemp Little**

- **Session three:** Employment law surgery delivered by **Ami Naru**, Partner, Head of Employment, **Travlaw**

- **Session four:** Preparing to defend travel sickness claims delivered by **Ben Phelps**, Barrister, **2TG**

### Employment matters

#### 14:10 Getting back to normal after Covid-19

- Responsibilities for staff

**Claire Mulligan**, Partner, **Kennedys**

### Interactive workshops

#### 14:30 Attend one interactive workshop of your choice, discuss issues and submit your questions. The other sessions will be available on demand

- **Session five:** How to sell your travel business – the legal considerations delivered by **Ian Brent**, Senior Corporate Partner, **Fladgate**

- **Session six:** Health and safety protocols and requirements to be delivered by **Dr Esteban Delgado**, Chairman and Technical Director, **Preverisk** and **Gareth Thomas**, Partner, **Kennedys**

- **Session seven:** Data protection, fraud and cyber security to be delivered by **Jon Baines**, Data Protection Advisor and **Mike Owen**, Cyber Consulting Director, **Mishcon de Reya LLP**

### Claims and litigation

#### 15:10 The Covid-19 claims risk

- Avoiding claims being brought against you
- What the courts will consider when dealing with cases

**David Scott**, Partner, **Horwich Farrelly**

#### 15:25 Panel discussion: Covid-19 – the next big battleground?

**Susan Deer**, Director of Industry Relations, **ABTA**

**Darren Hutton**, Head of International Guest Claims, **RCL Cruises**

**Ben Phelps**, Barrister, **2TG**

#### 15:45 Break and networking

An opportunity to refresh your drink, take a rest from your screen or network virtually via the 1:1 meeting platform

### Brexit

#### 16:10 Panel discussion: preparing for the end of the transition period

- Brexit – general update including trade deal negotiations and employment issues
- Customer communication
- Trading in other EU jurisdictions post-Brexit
- What does Brexit mean for TOMS?

Short presentations followed by a panel discussion

**Luke Petherbridge**, Director of Public Affairs, **ABTA**

**Neil Baylis**, Partner, **Mishcon de Reya LLP**

**David Bennett**, VAT Consultant, **Elman Wall Bennett**

#### 16:40 The 2020 case law update

**Sarah Prager**, Barrister, **1 Chancery Lane**

#### 17:00 Conference close

## Event partners



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## Speakers



**Moderator:**  
Simon Bunce,  
Director of Legal  
Affairs, **ABTA**



Luke Petherbridge,  
Director of Public  
Affairs, **ABTA**



David Bennett,  
VAT Consultant,  
**Elman Wall  
Bennett**



Rhys Griffiths,  
Partner, **Fox  
Williams**



Farina Azam,  
Partner & Travel  
Lead, **Kemp Little**



Jon Baines, Data  
Protection Advisor,  
**Mishcon de Reya  
LLP**



Darren Hutton,  
Head of  
International  
Guest Claims, **RCL  
Cruises**



Sarah Prager,  
Barrister,  
**1 Chancery Lane**



Susan Deer,  
Director of Industry  
Relations, **ABTA**



Alexandra  
Cooke, Associate,  
**Fladgate**



Alex Padfield,  
Director, **Hextalls**



Rob Griffiths,  
Managing  
Associate, Disputes  
Team, **Kemp Little**



Neil Baylis,  
Partner, **Mishcon  
de Reya LLP**



Joanna Kolatsis,  
Director, **Themis  
Advisory**



Ben Phelps,  
Barrister, **2TG**



Paul Smith,  
Group Director of  
Consumers and  
Markets, **Civil  
Aviation Authority**



Ian Brent, Senior  
Corporate Partner,  
**Fladgate**



David Scott,  
Partner, **Horwich  
Farrelly**



Gareth Thomas,  
Partner, **Kennedys**



Mike Owen,  
Cyber Consulting  
Director, **Mishcon  
de Reya LLP**



Matt Gatenby,  
Senior Partner,  
**Travlaw**



Paula Macfarlane,  
Senior Solicitor,  
**ABTA**



Andrew Hadley,  
Assistant Director,  
Policy, Advocacy  
and International,  
**Competition and  
Markets Authority**



Jesse Braid, Legal  
Counsel, **Flight  
Centre Travel  
Group**



Anna Anatolitou,  
Partner – Head  
of Travel, **Ince**



Claire Mulligan,  
Partner, **Kennedys**



Dr Esteban  
Delgado, Chairman  
and Technical  
Director, **Preverisk**



Ami Naru,  
Partner, Head  
of Employment,  
**Travlaw**

## The conference

The Covid-19 crisis has tested the travel sector to its limits. This year's Travel Law Seminar will shine a spotlight on the areas of the law that have been at play as a result of the crisis, and draw out key lessons for the travel industry.

This year, amidst the challenges of social distancing, the conference will be brought to you virtually, in a one-day format, streamed live via a digital platform.

Now more than ever it is essential to stay on top of your legal responsibilities. As travel emerges from this crisis, the conference will bring the industry together to discuss how the law has worked in practice. You'll hear from the leading experts in travel law, including ABTA, law firms and barristers, regulators and industry representatives as they examine the current legal considerations for travel businesses and look ahead to developments in 2021.

Attend this major industry event to get your annual travel law update. Receive trusted advice and guidance from a comprehensive line up of industry leaders. Network with colleagues via the virtual platform and take part in interactive discussion groups around industry issues, with content both live and on demand.

## Benefits of attending

- Receive **trusted advice** and **guidance** from industry leaders and legal experts following the coronavirus pandemic.
- Gain clarity on regulatory issues** that have arisen during the current crisis.
- Listen to how **industry colleagues** have managed over the past few months.
- Take part in **interactive discussion groups** around industry issues.
- Network with colleagues** via the innovative virtual platform.
- Access content **live and on demand** and find practical resources in the content hub.

## Prices

ABTA Member/ABTA Partner rates: **£125.00 plus VAT**  
Non-Member rates:\* **£199.00 plus VAT**

*\*To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit [abta.com/join](https://abta.com/join)*

## Event partners

